

**Technology Customer Council Meeting/Conference Call
Minutes of February 13, 2007**

Final

Present: Greg Wright*, Carl Martin, Steve Mosen, Kevin VandeWall, Leon Schwartz, Rich Jacobs, Joel Lunde, Keith Greiner*, Larry Murphy

Absent: Lesa Quinn, Roberta Polzin, Mark Brandsgard

Guests: Greg Fay, Julie Sterk, Pat Lantz, Laura Riordan, Lana Morrissey, Lorrie Tritch, John Gillispie, Pat Deluhery, Diane Van Zante (recorder)

* Participating by phone

1. **Call to Order** – Carl Martin, Vice Chair, called the meeting to order at 1:02 p.m. It was noted that a quorum of members was in attendance.
2. **Approve Minutes of January 9, 2007** – Carl Martin.
Joel Lunde moved approval of the January 9, 2007 meeting minutes; Larry Murphy seconded the motion. An oral vote was taken, unanimously approving the minutes as written.
3. **Administrative Rule Changes** – Pat Lantz.
The Department of Administrative Services (DAS) has been reviewing the administrative rules that govern customer councils to determine if any changes are warranted. At present, a quorum is defined as 2/3 of the members. DAS would like to change that requirement to be a simple majority. The procedure for filling council vacancies calls for vacancies to be filled in the same manner as the original appointments. DAS proposes giving council chairs the authority to suggest/solicit replacements who would then be brought back to the Council for a vote. The rate-setting deadline of September 1st isn't working very well; DAS will propose that any rate reduction/increase be permitted regardless of the September 1st deadline. DAS' intent is to streamline things. Pat believes the rule changes will be available in a couple of weeks at which time they will be sent out for comment.
4. **Utility Services Business Plan** – Lorrie Tritch and Greg Fay.
Lorrie reported that minor changes had been made to the version of the Utility Services Business Plan that the Council received earlier. For example, the header says FY06, but should say FY08. Other changes were similar in nature. For the Common Directory Utility, there have been no changes to the "purpose" or "assumptions" portions of the plan. The manner in which finances are calculated has not changed. In terms of complaint resolution, we are not aware of any complaints being submitted over the last year. Lorrie provided a comparison of rates over the past few years.

	Per User Per Month	Per User Per Year
FY08	\$0.69	\$8.26
FY07	\$0.78	\$9.40

FY06	\$0.75	\$9.00
FY05	\$0.79	\$9.53

At present, Common Directory is about 5% under its projected budget.

In FY09, DAS Finance will calculate shared services in approximately March.

Lorrie distributed an updated chart of agency models for Common Directory. The utility services business plan for Common Directory is pretty much the same as in prior years.

Steve Mosenia asked if excess dollars could be used for equipment upgrades. Lorrie responded affirmatively and indicated that expenditures for equipment upgrades would be reflected in the next couple of months.

Greg Fay reported that the Information Security Office (ISO) utility services business plan for FY08 was very similar to the business plan for the current fiscal year.

There was no further discussion. Rich Jacobs and Leon Schwarz moved approval of the FY08 ITE Utility Services Business Plan. An oral vote was taken, unanimously approving the plan.

5. **Ongoing Support of Encryption of Laptop Computers and Other Devices** – Greg Fay. Standards for encryption of laptop computers and removable storage devices have been approved by the Technology Governance Board (TGB). Greg has been working with an ad hoc committee to develop business requirements in order to create a request for proposal (RFP) for a single encryption product. The Colorado RFP was very helpful during this process. We have talked about using a collaborative approach and whether it makes sense to determine how many encryption servers are needed. Given that set of circumstances, it has been suggested that encryption services be classified a utility. There are many factors to consider before a determination can be made. If there is any possibility of encryption becoming a utility in FY09, we need to start discussing it now. For the foreseeable future, we need to keep our options open.

Discussion:

Steve Mosenia – In visiting with several of the large agencies, there is widespread support for the encryption effort, use of a common tool, and trying to achieve economies of scale. However, there is concern about centralized management and the success of such a large scale initiative. They want us to be careful.

Greg Fay – There are a number of technical questions to be answered. On the other side of the equation, encryption technology has really matured. From a technology standpoint, it could work in state government.

Keith Greiner – Does this look seamless to the end user?

John Gillispie – It depends upon the product you choose.

Greg Fay – Our goal is that you only authenticate one additional time.

John Gillispie – The Department of Revenue has already deployed an encryption tool.

Rich Jacobs – Revenue would be happy to show you what it has. One issue of concern is support. If there is a common solution, state government needs to be sure it can support that. Whether it's a utility or not depends upon how agencies plan to use it.

Steve Mosena – DHS plans to do every mobile device and every desktop.

Leon Schwartz – Is there a possibility of this being a marketplace service?

John Gillispie – It's a question of size and scale. If we can't get the scale, we probably won't pursue it. There are many unknown factors.

Rich Jacobs - Don't forget about the local governments. We want to include an option for local governments to purchase both the product and the service.

Council members requested more information on this topic for the next meeting.

6. Status of Unspent ISO Utility Funds and ISO Hire – Greg Fay.

Greg has list of candidates for the vacant ISO position and hopes to start interviewing next week. ITE also has funding for an intern position; Greg had a phone interview with one individual earlier today.

There has been good response from the consulting community with regard to the risk assessment that we talked about at the last meeting.

Greg will get the ISO work plan updated and out to members for the next meeting.

Steve Mosena reported that DHS is finishing an internal document to do a self assessment of its applications. They intend to do one each year. The format is a check-off sheet (yes/no). Steve would be happy to share the document with other council members.

What is the timeline for the Council to take action on making recommendations about service categories (whether services should be classified as utility, marketplace or leadership)?

DAS Chief Operating Officers are refining the list of services at present. Pat Lantz advised that recommendations can essentially be made at any point prior to setting the actual rates.

We have talked about rates, but not levels of service. What is the level of service that we expect to have provided?

7. Wrap-Up and Next Meeting Date – Carl Martin.

The next meeting is set for March 13, 2007.

There being no further business, the meeting concluded at 1:45 p.m.